





## SERVICE BLUEPRINTS

## How to read the Service Blueprints

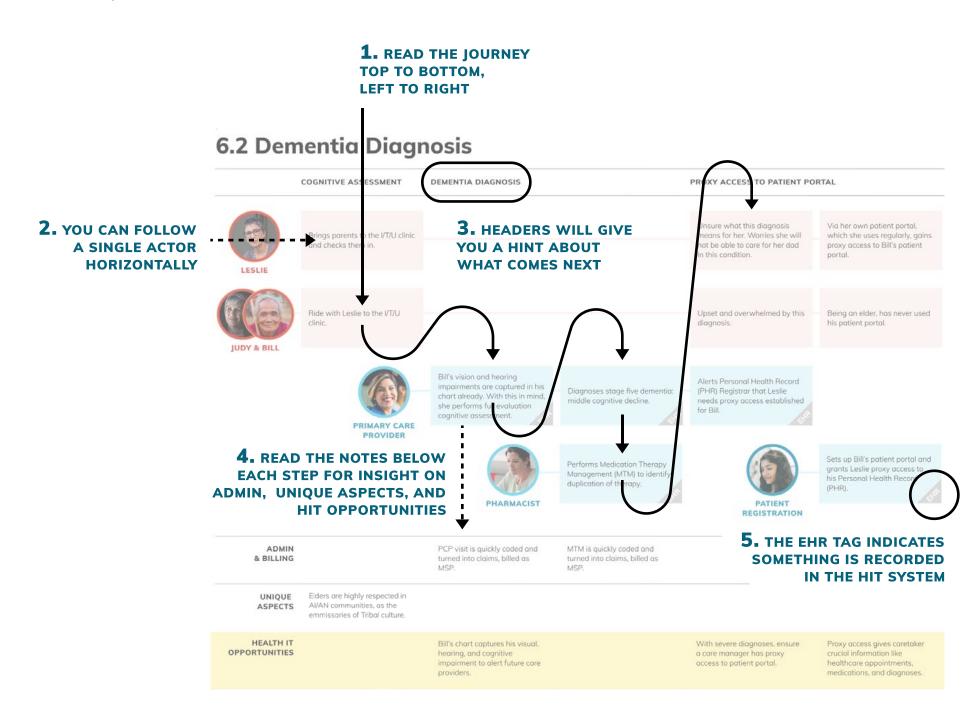
The journeys in this report present seven stories of patients and caretakers receiving care in adverse circumstances. The purpose is to convey stories that, read collectively, paint a dynamic and encompassing picture of the varying needs of the Al/AN population and IHS staff when it comes to health services.

These are composite experiences of real people and the processes they engage in to seek and provide care. Examples of regulations and reporting requirements are pulled from interviews and Subject Matter Experts.

However, these represent a "happy path" from an IT perspective. While retaining real challenges in the landscape such as ruralness and lack of connectivity, IT solutions are added to the stories to illustrate how IHS might service existing needs with modern solutions. These solutions are not meant to be prescriptive. They are simply examples of how Health IT can improve care. Solution-agnostic use cases are listed at the end of this report.

#### How the Stories Were Crafted

The HCD team selected stories based on patient's health disparities for Al/AN patients. The sequence of events was crafted to highlight Health IT opportunities and unique aspects of I/T/U that can be affected positively by Health IT opportunities as comprehensively as possible. Many health disparities and health outcomes were left out due to scope and to whether it covered a variety of Health IT opportunities. Workshops with team members from the Health IT Modernization project, HHS and the IHS were conducted to ensure the right opportunities were being highlighted based on experience and discovery conducted by many of those team members.



#### **JOURNEY 5: RECOVERING FROM OPIOID ADDICTION**

# LIAM'S JOURNEY

Liam has been mandated by a Tribal court order to attend a substance abuse program. He gets the support he needs on his path to recovery.

SUBSTANCE ABUSE DEPRESSION TELEHEALTH TRIBAL FACILITY TRADITIONAL HEALING

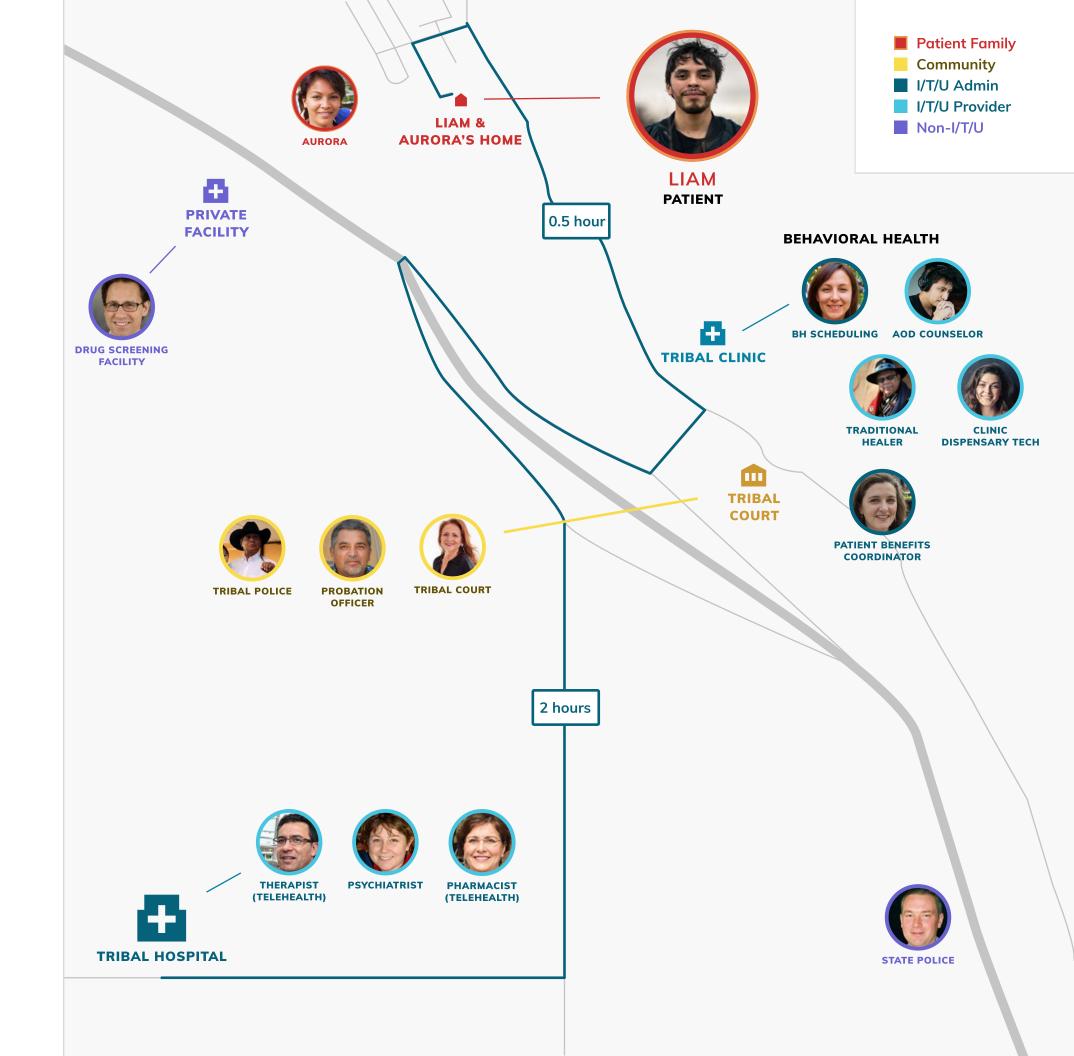
BEHAVIORAL HEALTH PHARMACY SUBSTANCE ABUSE COUNSELOR THERAPIST PSYCHIATRIST

## Liam's Background

Liam and his wife, Aurora, live on the reservation, where Liam has worked construction for his uncle since graduating high school. After sustaining a back injury on a construction site, Liam was prescribed OxyContin for pain and has become dependent on opioids. To make things worse, he has not been able to work due to his injury.

A DUI resulted in arrest and a Tribal court mandate to follow a 26-week long Alcohol and Other Drugs (AOD) counseling program at the local health facility.

Several professionals in the health facility help him on his path to recovery.



### 5.1 Liam is Arrested and Sentenced to Alcohol and Drug (AOD) Program

**ARRESTED FOR DUI AURORA BAILS HIM OUT COURT SENTENCING**  **AOD APPOINTMENT** 



Stopped by the State Police for driving off the road. They find he is under the influence of opiates.

Calls his wife Aurora to post bail and drive their car home.

Free from jail, Liam will need to go to court to hear his final verdict. Liam and Aurora go home together.

Attends hearing at Tribal court. Enrolls in Alcohol and Other Drugs (AOD) program, a month-long substance abuse program, in lieu of going to prison.

Pays the court fee, and also must pay for the AOD program. Calls the Behavioral Health (BH) Center at the Tribal clinic to enroll.



Sees that Liam is driving under the influence. Detains Liam at the roadside and calls the Tribal police.



Suspends Liam's driver's license. Gives him the choice of prison time or enrolling in an AOD program.



Arrives at the scene after call from State Police. Arrests Liam.



Schedules an AOD intake appointment. Confirms Liam's demographic and insurance information, creates a BH chart. Court order appears in chart.



Frightened and upset about the money. Gets a ride to the police station from her sister. Posts bail and drives Liam home.

**ADMIN** & BILLING Demographic information is updated.

UNIQUE **ASPECTS**  Tribal police, when available, handle cases involving Tribal members within reservation and Tribal areas.

Tribal courts, when available, handle cases involving Tribal members within reservations and Tribal areas.

**HEALTH IT OPPORTUNITIES**  System sends and receives enhanced reports with Tribal law enforcement.

System transfers relevant patient information from their medical chart into new or existing BH record.

#### 5.2 Liam Attends AOD program

**CHECK-IN AT BH CENTER** 

**WEEKLY DRUG SCREENING** 

**AOD INTAKE APPOINTMENT** 

THERAPY REFERRAL

**AOD GROUP SESSION** 

**MEDICAID** 



Takes Tribal bus to clinic because his license is suspended until completion of the AOD program. Checks in with his probation officer.

Submits a urine sample each week before going to AOD meetings. Can only join if he is At intake meeting with AOD counselor, agrees to see a therapist. Learns that his records are confidential, even from his PCP.

Uses phone app to access patient portal and book his first Telehealth appointment with a behavioral health therapist. Signs up for reminders.

Participates in AOD group session. Feels less alone seeing how many different people are impacted by opiates.

Gets list of Medicaid enrollment documents from Patient Benefits Coordinator through phone app.



**PROBATION OFFICER** 

Checks on Liam to make sure he attends the AOD program.



**AOD COUNSELOR** 

A doctor at the clinic places weekly bulk orders for screenings. AOD counselor assists with collecting samples, registers Liam's consent.

Drug results are negative. Screens Liam for depression, recommends he sees a therapist. Explains BH policies and refers Liam to a therapist

Starts group session with an introduction, followed by a guided conversation among participants.

Enters group notes on EHR, then individualized notes per patient.



**DRUG SCREENING FACILITY** 

Liam is screened by a Department of Transportation (DOT)-approved facility.

**PATIENT BENEFITS** COORDINATOR

Messages Liam about applying for Medicaid. It looks like he is eligible. Provides a list of documents to bring to next clinic visit.

**ADMIN** & BILLING Liam will be billed for the AOD program encounters, as per Tribal court decision.

Liam's first therapist appointment will be paid by Tribal funds as he does not have Medicaid yet.

UNIQUE **ASPECTS** 

**OPPORTUNITIES** order.

**HEALTH IT** HIT supports standing, and policy

Doctors can bulk order drug screenings based on system reports.

Access to drug screening results from external facility—to be included in the EHR and Tribal court report

Patient portal sends reminders and notifications through text and phone app.

Attendance in group sessions is captured and distributed to each participants behavioral health chart.

Ability to enter group notes then individualize them by patient, so process is faster.

#### 5.3 Liam Sees a Therapist About his Depression

THERAPY SESSION PSYCHIATRIST CONSULT PRESCRIPTION PICKUP



Receives alert for appointment. Logs into secure video call via phone app. Feels depressed and withdrawal makes it difficult to focus on anything.

Schedules appointment with psychiatrist and traditional healer. Can be done with a few taps on the phone app.

Uploads all required documents for Medicaid application to phone app.

Receives alert for appointment. Receives e-prescription immediately, fills at the pharmacy.

Receives alert when prescription is ready for pickup.

Telehealth pharmacist consults with him before he receives medication. App asks if he wants to add this prescription to his medical chart.



Meets with Liam. Recommends seeing a psychiatrist to discuss anti-depressants. Also recommends speaking with a traditional healer from the clinic. Schedules weekly therapy calls with Liam before hanging up. Wraps up notes and sends referral to a Telehealth psychiatrist.



PSYCHIATRIST

Meets with Liam via Telehealth. Prescribes anti-depressant, sends prescription to the clinic dispensary.

Schedules follow-up with Liam to check the effects of the medication after a month.



Receives Medicaid documents and processes his application same day. It's approved!



PHARMACIST (TELEHEALTH)

Receives Rx order, reviews and processes so it can be provided remotely at the clinic dispensary.

Consults Liam when he gets his medication via an app on his phone. Documents consultation on EHR.



CLINIC DISPENSARY TECH Prescription is processed via an Rx vending machine. Remote pharmacist double checks the Rx with the help of a local tech

Rx is ready to be picked up at dispensary.

ADMIN & BILLING Therapist consult quickly coded and paid for by the Tribal behavioral health program.

Psychiatrist consult quickly coded and billed to Medicaid.

UNIQUE ASPECTS

HEALTH IT OPPORTUNITIES

Telehealth calls are secure, encrypted, and HIPPA compliant.

Integration with popular apps allow patients to save appointments to their calendars. Complete and up-to-date list of medications is visible in BH chart.

BH prescriptions are private by law. System gives patient the option to share with their PCP, so they have the full picture.

#### 5.4 Liam Consults with Traditional Healer

**THERAPY SESSION MEDICAID PSYCHIATRIST CONSULT** PRESCRIPTION PICKUP



Picks up anti-depressant prescription in the Rx vending machine at dispensary by scanning a Patient Portal QR code on his phone.

Attends AOD group session.

Shortly after the group session, he meets with the traditional healer.

Takes the herbal tea, starts to feel a bit better. For the first time, he begins to feel optimistic about his recovery.



**TRADITIONAL HEALER** 

Holds ceremony with Liam, after which they chat. Provides him with stories and advice.

Gives Liam herbal tea to help with withdrawal symptoms, invites him to join a sweat ceremony the following week. Empowers Liam to contact his Telehealth pharmacist through the phone app to discuss the herbs. Records notes and herbs in EHR.



Teaches about addiction mechanisms and triggers. Conducts group conversation. Enters group and individual notes in the BH EHR.

Sends periodic reports to Liam's probation officer to notify them of Liam's process and attendance. Does this in batches for all court ordered attendees.



**OFFICER** 

**PROBATION** 

**PHARMACIST** (TELEHEALTH)

Offers Liam consulting about the tea, using the phone app for a secure video call.

**ADMIN** & BILLING Rx cost quickly coded and turned into claims for Medicaid.

Group sessions are quickly coded and turned into claims for Medicaid.

Traditional healer costs are coded and billed to Medicaid.

Receives AOD report.

Pharmacist consult is coded and turned into claims for Medicaid.

UNIQUE **ASPECTS**  Many Al/AN patients prefer to work with a traditional healer for behavioral health issues.

Traditional medicine herbs can interfere with the effect of other prescription drugs.

Often, traditional healers' notes are not visible to other providers, except prescriptions.

**HEALTH IT OPPORTUNITIES** 

System helps AOD counselor generate patient report based on notes for legal purposes.

Herbal medicines appears on the patient's drug list to avoid interactions. System also contains an herbal inventory.

### HHS/IHS Health IT Modernization

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